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# BAY AREA SENIOR HEALTH POLICY FORUM

## November 30, 2011



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# Agenda

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- ❑ Overview of Plans
  - Alameda Alliance for Health (AAH)
  - San Francisco Health Plan (SFHP)
- ❑ Overview of Managed Care
- ❑ Serving Seniors and Persons with Disabilities
- ❑ AAH Special Needs Plan - Serving Dual Eligibles
- ❑ Working with aging, mental health and disability groups and community organizations
- ❑ Working with ADHC Providers

# Alameda Alliance for Health

## A. 133,863 managed care plan members (October 2011)

- 114,160 members: Medicaid
- 10,994 members: Healthy Families (CHIP)
- 4,724 members: Group Care (In- Home Support Service Workers)
- 3,985 members: CompleteCare (Medicare Advantage Special Needs Plan)

## B. 70,000 County health program participants

# San Francisco Health Plan

- ❑ Established as a public plan in 1994
- ❑ Over 70,000 members in Medi-Cal, Healthy Families, Healthy Kids and Healthy Workers
  - Medi-Cal – 49,432 members
  - Healthy Families – 7,531 members
  - Healthy Kids- 2,748 members
  - Healthy Workers – 11,296 members
  - Serving San Francisco County (out of area emergencies and referrals, however, are also covered)
- ❑ 45,106 participants served in Healthy San Francisco and 10,289 enrollees in SF PATH

# Move to Managed Care

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## Fee-for-Service

- Medi-Cal fee-for-services does not provide access to a system of care
- Fee-for-service does not have a system for monitoring care, access or quality

## Managed Care

- Managed care increases accountability of providers through health plans
- Health plans are monitored by the State agencies

# Move to Managed Care

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## Acute Care

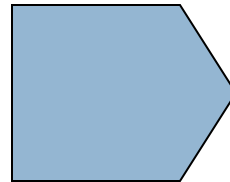
Episodic

Needs reacted to

Focus on cure

Reliance on Diagnosis  
Tests

Provider Support



## Chronic Care

Continuous

Needs Anticipated

Focus on function

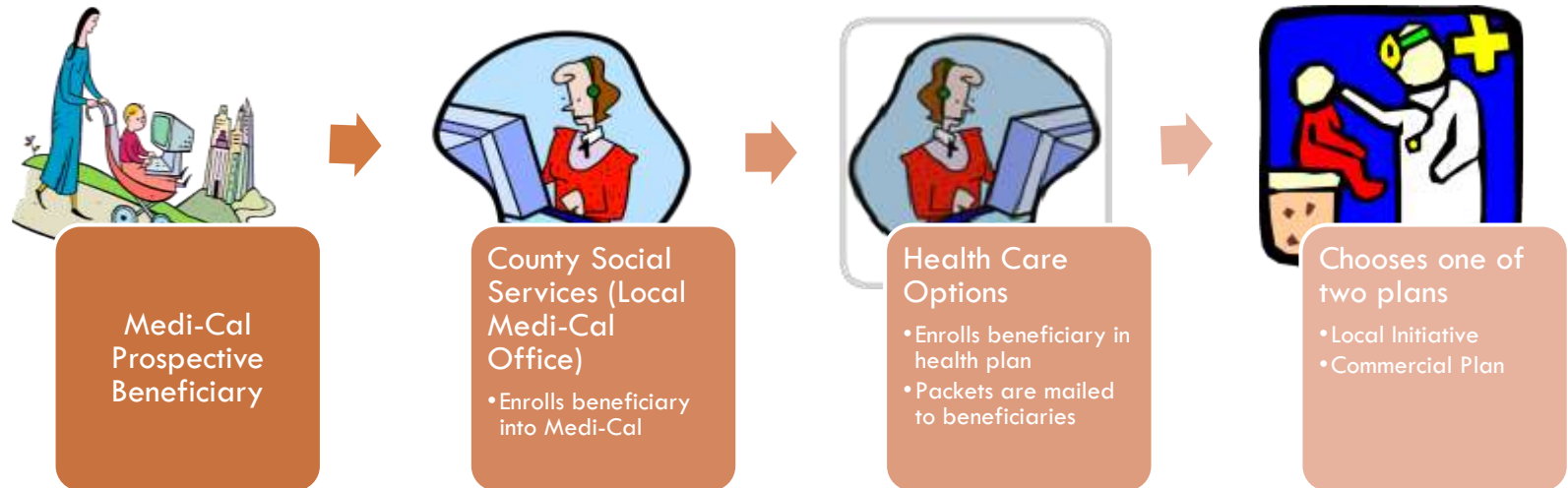
Reliance on Care  
Management

Customer Support

# Medi-Cal Managed Care Models

- ❑ **2-Plan Model (Local Initiative – LI)**
  - TANF and Medi-Cal Only Seniors and Persons with Disabilities must enroll in managed care
  - 1 Local Public Plan and 1 Commercial Plan
  - 14 Counties, including San Francisco, Alameda, Santa Clara, Contra Costa
- ❑ **County Organized Health System (COHS)**
  - All Medi-Cal members must enroll in just a public plan
  - 14 Counties, including San Mateo, Napa, Marin, Santa Barbara, Santa Cruz,
- ❑ **Geographic Managed Care (GMC)**
  - Multiple for profit and non profit health plans
  - 2 Counties – Sacramento and San Diego

# Medi-Cal Managed Care: Choosing a Plan



**Note:** Regular Medi-Cal (fee-for-service) still exists for some beneficiaries



# State Requirements to Serve Seniors and Persons with Disabilities

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1. Health Needs Assessment
2. Continuity of Care
3. Care Transitions
4. Person-Centered Planning
5. Regional Center Liaison
6. Facility Site Reviews for Access
7. Provider Directory Information

# Existing Medi-Cal Requirements

- ❑ Interpreters and Translations
- ❑ Member Materials – ID Card, description of benefits, Provider Directory, newsletter, health reminders
- ❑ MOUs between health plan and County Mental Health, Regional Center, CCS and others
- ❑ Complaints, Grievances and Appeals Processes
- ❑ Oversight by State agencies
  - DHCS and DMHC Audits
  - Member's Rights DHCS Audits
  - Reporting
- ❑ Timely Access and Nurse Advice Line
- ❑ Customer Service
- ❑ Medical Exemption Requests to DHCS

# Examples of Serving New Members

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## □ Case Descriptions

➤ Alameda Alliance for Health

➤ San Francisco Health Plan

# AAH Special Needs Plan

- ❑ CompleteCare is the Alliance's MA Special Needs Health Plan for Dual Eligibles.
- ❑ Includes all of the benefits of Medicare Part A, Part B, and Part D, including behavioral health.
- ❑ The operational framework includes a strong customer service center staffed with "Care Advisors".
- ❑ The Care Advisors go beyond the routine telephone customer support functions.
- ❑ Every member is offered a physician home visit at the beginning of their enrollment.

# AAH Special Needs Plan

- ❑ Expanding home physician services to include post hospital discharge and other home visits to address access issues.
- ❑ The Alliance has opened up two satellite offices primarily to handle the walk-in customer support we think is necessary for CompleteCare and Medi-Cal SPD members.
- ❑ We use the annual CompleteCare bidding process to add in services where access is a problem.
  - Added Vision when Medi-Cal optional vision benefits were eliminated.
  - Added Dental when Medi-Cal optional dental benefits were curtailed.
  - In next federal bidding process we will add a CBAS benefit or some ADHC-like benefit.

# Working with Aging, Mental Health and Disabilities Community Providers

- AAH
  - New types of provider contracting
  - Case management contracting
- SFHP - New community advisory committee
  - Joint collaboration with commercial plan
  - Forum to discuss services needed by members that are seniors or people with disabilities

# Working with Adult Day Health Centers

- ADHC benefit continues through February 2012
- Transition to new model, Community-Based Adult Services
  - Begin March 2012; full implementation targeted for July 2012
  - Details of eligibility and services to be determined
  - Nursing level of care, likely
  - State to make initial assessments
  - Managed care plans to coordinate benefit